Customer Experience Committee
Endeavour House
4 November 2026
5.00 pm – 7.00 pm

Agenda

1.	**Welcome and Apologies**	Susan Buckley Chair	Information	Verbal
2.	**Declarations of Interest**	All Members	Information	Verbal
3.	**Minutes of the Meeting held on 2 September 2026**	Susan Buckley	Approval	Written
4.	**Action Log**	Susan Buckley	Approval	Written
5.	**Ratification Report**	Paul Edwards	Approval	Written
6.	**Chief Executive Update**	Mark Pearson	Information	Verbal
7.	**Presentation – Consumer Standard Overview**	Paul Edwards	Information	Verbal
8.	**Strategic Performance Report Q2 2026/27** a) Voice of the Customer b) Complaints Dashboard c) Service Standards Compliance	Becci Youlden	Assurance	Written
9.	**Housing Ombudsman Determination Report**	Becci Youlden	Assurance	Written
10.	**Customer Involvement in Policy Development**	Barbara Griffiths	Assurance	Written
11.	**Engagement Update Report**	Sophie Ashford	Assurance	Written
12.	**No Access Update Report**	Becci Youlden	Assurance	Written
13.	**Voice of the Customer and Equalities Action Tracker**	Becci Youlden	Assurance	Written
14.	**ASB Update**	Carol Trappett	Assurance	Written
15.	**Annual Capital Programme Priority Setting (Involvement of customers)**	Gwen Haq	Assurance	Written
16.	**Customer Policy Approval Report**	Paul Edwards	Assurance	Written
17.	**Forward Plan**	Susan Buckley Chair	Information	Written
18.	**Any Other Business**	All	Information	Verbal
19.	**Date of next meeting: TBC**			